

SLEMON PARK CORPORATION

POSITION DESCRIPTION

POSITION TITLE Residential Housing Manager
REPORTING TO Vice President Property Management

Date of Preparation/Revision April 2026

POSITION SUMMARY

This position is responsible for day-to-day operations in the Residential Homes Division, including unit rental, the collection of rents, monitoring cash receipts, co-ordinating maintenance and being the primary point of contact for contractors, maintenance team and all tenants and prospective tenants' queries, needs and concerns.

PRINCIPAL RESPONSIBILITIES AND ACCOUNTABILITY

Home Turnovers

- Review tenant applications, perform reference checks
- Approve/decline applications
- Arrange viewings
- Prepare lease
- Schedule and perform entrances and exits
- Complete condition reports
- Prepare Security Deposit Refunds
- Co-ordinate necessary maintenance with contractors and maintenance technicians
- Coordinate keys and maintenance for short-term rentals organized through the Atlantic Police Academy and their training agencies
- Coordinate cleaning and maintenance of short-term rentals between occupants

Rent Processing/Accounts Receivable

- Process monthly rents
- Address all aspects of collections including tenant contact and payment schedules
- Implement and administer all Island Regulatory and Appeals Commission related functions of the division
- Implement Annual Rent Increase

Unit Maintenance (with assistance from Property Manager)

- Determine maintenance and repair requirements in turnover units
- Determine the amount, if any, of damage deposit to be withheld from exiting tenant
- Initiate work order for maintenance, repairs and contract work
- Assist in organizing and scheduling work
- Determine extent of capital improvements and subsequent budgeting and implementation

Administrative Duties

- Prepare and maintain Residential budget
- Update and maintain computer and manual tenant files
- Organize and maintain work schedules and tenant incoming and outgoing reports
- Assist Property Management Assistant when required
- Meet with Property Manager and VP Property Management on a bi-weekly basis to discuss Property Management regarding issues, concerns, policies and procedures

Tenant Relations

- Answer questions, concerns and inquiries regarding policy or needs of tenants
- Resolve issues
- Ongoing visual inspection of subdivision and ensuring tenant compliance with rules and policies

POSITION SPECIFICATIONS

Education and Training:

- Post-secondary courses in business, accounting, and strong Microsoft Office skills, especially with Excel, Word, and Outlook.

Experience:

- Two years of experience in property management and rental properties would be considered an asset
- Two years of experience in management position dealing with customer concerns

Skills and Knowledge:

- Proficient with Microsoft Word, Microsoft Office and Excel
- Excellent interpersonal and communication skills
- Good organizational skills

WORKING CONDITIONS

Scheduled Working Hours:

- This is a full-time position with regular office hours. There is a requirement for some flexibility to accommodate tenant's schedules

Physical, Mental and Visual:

- This position requires ability to attend to details, ensuring data entry is correct
- Ability to multi-task while effectively managing occasional high-pressure situations
- A flexible and resilient personality for dealing with work order requests and rent payments
- Willingness to learn and become proficient in the use of the VueWorks property management software and the Multiview accounting system.

COMPENSATION AND BENEFITS

Salary – \$53,195 to \$63,830

Vacation – Starting at 3 weeks per year

Benefits – Long-Term disability, health, dental, life insurance and pension